

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
MEDICAID SERVICES SUPERVISOR II	36	B	12.359
OPTIONS: A. MEDICAL			
B. SOCIAL WORK			
MEDICAID SERVICES SUPERVISOR I	35	B	12.351
OPTIONS: A. MEDICAL			
B. SOCIAL WORK			

SERIES CONCEPT

Medicaid Services Supervisors oversee Medicaid unit operations; supervise Medicaid Services Specialists; participate in program development and implementation; and perform related duties as assigned.

Incumbents oversee unit operations and monitor the work of Medicaid Services Specialists to ensure compliance with unit and division goals and objectives and compliance with state and federal regulations. This includes: planning and organizing unit operations; assigning work consistent with each staff member's abilities and area of expertise; coordinating staff activities; providing consultation and guidance to staff members; reviewing assignments and case files to evaluate the quality of work and ensure cost effectiveness; providing recommendations to management concerning unit needs and capabilities.

Incumbents supervise Medicaid Service Specialists and in addition may supervise other professional, paraprofessional, and clerical program personnel. Supervision includes: selecting personnel; assigning and reviewing work; initiating disciplinary action; and evaluating performance.

Incumbents participate in Medicaid services program development and implementation by: researching program information; gathering input from staff members, providers, and the fiscal agent; identifying potential problem areas; developing policies, procedures, forms, and informational materials; assisting in the development of computerized systems; and preparing reports and recommendations for management.

Incumbents plan, arrange and/or provide training to staff members and providers in order to educate staff regarding new policies, procedures and practices and ensure proficient performance. This is accomplished by arranging seminars for staff members, conducting training sessions, and providing on-the-job training.

Incumbents participate in community and public relations activities in order to explain and promote the goals of the program, identify resources, and coordinate the provision of services. This includes serving on committees, attending meetings in the community, speaking to groups and individuals to explain and promote Medicaid programs; responding to inquiries and concerns from clients, providers, and the general public.

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CLASS CONCEPTS

MEDICAID SERVICES SUPERVISOR II

Under general direction of a program chief or social welfare manager, incumbents perform the range of duties described in the series concept; direct and supervise the operation of multiple, principal Medicaid programs staffed by both social work and health care professionals performing complex case management and medical assessment functions; have responsibility for health facility reviews for a large metropolitan region; and supervise subordinate social work and health care professionals.

Medicaid Services Supervisor II's are distinguished from the lower level class in the series by the variety and complexity of programs supervised, to include the regional health facility review program in a large metropolitan area, requiring the supervision of both health care and social work professionals.

This is the advanced journey level class in the series.

MEDICAID SERVICES SUPERVISOR I

Under direction of a program chief or social welfare manager, incumbents perform the range of duties described in the series concept, direct and supervise the Medicaid unit(s), supervise Medicaid Services Specialists to include hiring, evaluating performance, and initiating disciplinary action, and may supervise other journey level professional and support personnel as assigned. Incumbents in this class may be working supervisors and perform duties typically performed by journey level Medicaid Services Specialists in addition to their supervisory duties.

This is the journey level class in the series.

Incumbents in positions located in a large metropolitan district office or the central administrative office, for example, may oversee a single program unit such as the maternal obstetrical management services unit or surveillance and utilization review unit while incumbents in a rural district office may supervise a small unit with a greater variety of programs.

MINIMUM QUALIFICATIONS

MEDICAID SERVICES SUPERVISOR II

EDUCATION AND EXPERIENCE:

MEDICAL OPTION:

I

Two years of professional experience equivalent to a Medicaid Services Specialist III which included responsibility for supervision of a Medicaid program area; interpretation and application of Medicaid policies and procedures; and assigning and reviewing the work of professional personnel; OR

II

One year of supervisory experience equivalent to a Medicaid Services Supervisor I which included responsibility for supervision of a Medicaid program area; interpretation and application of Medicaid policies and procedures; and supervision of professional personnel; OR

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MINIMUM QUALIFICATIONS (cont.)

EDUCATION AND EXPERIENCE: (cont.)

III

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

LICENSE: Licensure or certification by the State of Nevada in a health care profession applicable to the program option may be required at the time of appointment for some positions.

SOCIAL WORK OPTION:

I

Two years of professional experience equivalent to a Medicaid Services Specialist III which included responsibility for supervision of a Medicaid program area; interpretation and application of Medicaid policies and procedures; and assigning and reviewing the work of professional personnel; OR

II

One year of supervisory experience equivalent to a Medicaid Services Supervisor I which included responsibility for supervision of a Medicaid program area; interpretation and application of Medicaid policies and procedures; and assigning and reviewing the work of professional personnel; OR

III

An equivalent amount of experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

LICENSE: Licensure by the State of Nevada Board of Social Work Examiners as a Social Worker, Clinical Social Worker, independent Social Worker or associate in social work is required at the time of appointment. Employees must maintain licensure for continuing employment in this class.

OPTION NOTE: Options within this class will be designated at the time positions are classified.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or are needed to perform the work assigned.)

Working knowledge of state and agency administrative policies and procedures. Working knowledge of the principles and practices of management and supervision. Working knowledge of Medicaid unit goals, programs, and plans.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of basic ethics and values, rules of confidentiality and civil rights to protect and advocate clients' rights.

Ability to assess the amount of time a specific nursing task or assessment should take. Ability to prioritize assignments among multiple program areas.

In addition, all knowledge, skills, and abilities required at the lower level of the series.

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MINIMUM QUALIFICATIONS (cont.)

EDUCATION AND EXPERIENCE: (cont.)

MEDICAID SERVICES SUPERVISOR I

EDUCATION AND EXPERIENCE:

MEDICAL OPTION:

I

Two years of professional experience equivalent to a Medicaid Services Specialist II which included the interpretation and application of Medicaid policies and procedures; OR

II

An equivalent amount of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

LICENSE: Licensure or certification in a health care profession applicable to the program option may be required at the time of appointment for some positions.

SOCIAL WORK OPTION:

I

Two years of professional experience equivalent to a Medicaid Services Specialist II which included the interpretation and application of Medicaid policies and procedures; OR

An equivalent amount of experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

LICENSE: Licensure by the State of Nevada Board of Social Work Examiners as a Social Worker, Clinical Social Worker, independent Social Worker or associate in social work is required at the time of appointment. Employees must maintain licensure for continuing employment in this class.

OPTION NOTE: Options within this class will be designated at the time positions are classified.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or are needed to perform the work assigned.)

General knowledge of state and division administrative policies and procedures. General knowledge of the principles and practices of management and supervision. General knowledge of ICD-9 (International Classification of Diseases) codes, medications, and treatment. Working knowledge of Medicaid policies and procedures related to the program assignment. Working knowledge of Medicaid service programs to include knowledge of service coverage, the billing process, and the authorization process. Working knowledge of government and community based human service agencies, their services, roles, and responsibilities in order to contact them to obtain needed information and make appropriate referrals. Working knowledge of where to go within the organization for needed information and ability to judge what information should be passed on to different levels of management.

Ability to supervise staff to include: organizing work flow, delegating responsibility, training, evaluating effectiveness, and administering discipline.

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MINIMUM QUALIFICATIONS (cont.)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of anatomy and physiology, pharmacology, and psychology. Working knowledge of medical terminology sufficient to interpret medical records and documents, assess client needs, design care plans, and order services. General knowledge of counseling theories and techniques for counseling clients and family members.

Ability to evaluate a client's condition sufficient to recognize basic medical and social needs and make appropriate recommendations for services and level of care. Ability to plan, organize and direct the work of staff. Ability to interact with people of various social, cultural, economic, and educational backgrounds for the purpose of establishing a cooperative professional relationship. Ability to process and analyze health and social information to determine risk factors and client needs. Ability to read and interpret federal and state regulations and Medicaid policies and procedures. Ability to project the cost of medical services, equipment, and supplies, and monitor the cost effectiveness of services for each individual client. Ability to read and interpret federal and state regulations and Medicaid policies and procedures. Ability to deliver oral group presentations to provide information, explain policies and procedures, promote programs, and further outreach efforts. Ability to write concise, logical, and grammatically correct correspondence, case narratives, reports, and policies. Ability to prioritize assignments to complete work in a timely manner when there are changes in workload, changes in assignment, pressure of deadlines, competing requirements and heavy workload.

MEDICAL OPTION:

Working knowledge of the theories, principles, practices and methods of a health care profession applicable to the program assignment. Working knowledge of medical diagnosis, accompanying disabilities, and laboratory values. Working knowledge of the fundamental nursing process as it relates to care for the disabled, ill and elderly with anatomical positional deformities, developmental disabilities, and other physical limitations. Working knowledge of rehabilitative and assistive medical equipment, associated costs, and the function of the equipment.

SOCIAL WORK OPTION:

Working knowledge of the theories, principles, practices and methods of social work.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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REVISED:	11/17/93UC	7/1/93P
REVISED:		10/23/92PC
REVISED:		11/17/93UC